

Board of County Commissioners  
Leon County, Florida

**Workshop on  
Procurement of a New 911 System for Leon  
County**

12:30 - 2:30 p.m.  
Tuesday, October 26, 2004

Leon County Courthouse  
Commission Chambers  
5<sup>th</sup> Floor



# Board of County Commissioners

## Workshop Item

**Date of Meeting:** October 26, 2004

**Date Submitted:** October 21, 2004

**TO:** Honorable Chairman and Members of the Board

**FROM:** Parwez Alam, County Administrator  
Vincent Long, Assistant County Administrator

**SUBJECT:** Workshop on Procurement of New 911 System for Leon County.

### **STATEMENT OF ISSUE:**

To conduct a workshop with the Board on procuring a new 911 system for Leon County, including a report on the "best and final offer" process that was recently completed by each of the three top-ranked vendors (Attachment #1). This workshop also presents additional information to the Board regarding the extension of the current contract for 911 services with Sprint (Attachment #2).

### **BACKGROUND:**

During their regularly scheduled meeting on October 12, 2004, the Board of County Commissioners considered a staff report on the process to procure a new 911 system for Leon County. This report also included an "additional information" update on negotiations to extend the current 911 services contract and a recommendation to select Sprint as the provider for the new 911 system. At that time, the Board approved the following actions (Attachment #3):

- Do not select Sprint as the provider for the new 911 system.
- Schedule a Workshop on Procurement of a new 911 System for Tuesday, October 26, 2004, from 12:30 to 2:30 p.m.
- Invite representatives from the three top ranked firms (CML/AK Associates, Sprint and TDS/TCI, respectively) to make 15 minute presentations at the Workshop.

### **ANALYSIS:**

This workshop item presents additional information to the Board regarding the process to procure a new 911 system for Leon County including a report on the "best and final offer" process with each of the three top-ranked vendors. This item also provides an update on negotiations with Sprint to extend the existing 911 services contract to allow the County with additional time to procure, install, test and activate the new 911 system. This workshop will also provide each of the three top ranked providers (CML/AK Associates, Sprint and TDS/TCI, respectively) with an opportunity to make 15 minute presentations to the Board and respond to any additional questions that the Board may have.

### **"Best and Final Offer" Process Completed with Three Top-Ranked Vendors:**

Since the regularly scheduled Board meeting on October 12, 2004, staff has engaged in "best and final" offer negotiations with each of the three top-ranked RFP respondents. The objective of this process was to complete the comprehensive staff analysis of the top-ranked proposals and to provide the Board with the best pricing information for each proposal, in advance of their selecting a vendor for this service. Completing the "best and final offer" process before this workshop was imperative

due to the time constraints for selecting a provider for the County's new 911 system before the pending end date of the existing contract with Sprint on December 29, 2004 (as discussed further in the Analysis Section on Page #3).

To expedite and add value to the "best and final offer" process, the County utilized the services of RCC (the County's 911 consultant, as contracted by the Sheriff's Office). Engaging in best and final negotiations with the vendors was accommodated through the existing LCSO contract with RCC. A report from RCC to the County with their findings from the best and final offer "BAFO" process was presented in a letter to the County Administrator on October 21, 2004 (Attachment #1).

In their report to the County, RCC determined that each of the three top-ranked vendors could provide a 911 solution to the County that met the RFP requirements for the following "best and final" negotiated prices:

- **CML/AK:** \$4,995,843 (*represents a \$924,540 reduction from previous \$5,920,383 offer*)
- **Sprint:** \$4,406,381 (*represents a \$96,299 reduction from previous \$4,502,680 offer*)
- **TDS/TCI:** \$4,582,737 (*represents a \$123,056 increase from previous \$4,459,681 offer*)

CML/AK's \$924,540 reduction was largely attributed to a) CML's initially overestimating Sprint's monthly database/networking fees by approximately \$5,000 per month or \$420,000 (note: these are tariff network fees that would be charged to any vendor) and b) a reduction in service and equipment costs without a corresponding reduction in the scope of services. Sprint's \$96,299 reduction was attributed to equipment and services savings related to the Mobile Command Center.

TDS' proposal actually increased during the "best and final offer" process by \$123,056. This was largely due to TDS's including an additional staffing component for their proposed "mirrored" database during this process. It is important to note that TDS' final solution for the County system did not include an onsite database, as was initially proposed, but would instead utilize the Sprint database and network during the seven year term. This proposal calls for systematic use of TCI equipment and utilization of TDS staff as the County's primary point of contact for any Sprint database or networking system issue under the TDS/TCI plan.

In conclusion, RCC stated that Sprint's proposal as one that was "thoroughly compliant" with the County's needs. Although their "best and final offer" was \$589,462 higher than Sprint's, upon conclusion of their review, RCC recommended that the Board select CML/AK "best and final offer" for the County's new 911 system based on the following key points:

- Only proposal to offer onsite database with onsite database management
- No single point of failure in the system
- Commitment to meet December 29<sup>th</sup> deadline before end date of current contract

Significantly, CML's proposal was the only "best and final offer" proposal to include the potential for network and database cost savings during the contract term. CML has estimated that these savings could reach up to \$924,000 during this period and stated that they have successfully achieved this solution in other Florida counties. Such savings would be available through use of the onsite database proposed by CML and the corresponding "unbundling" of tariff database fees charged by the local phone company.

CML has estimated that these fees, once unbundled, could save the County up to \$11,000 a month by reducing them from \$27,500 to approximately \$16,500 per month. For example, the Sprint proposal quantifies these fees at \$26,500 and TDS includes them at \$27,600 per month during the life of their respective contracts without the ability to lower them. It is also important to note that CML/AK affirmed that they would pass 100% of any cost savings experienced under such a tariff reduction directly to the County.

Although it may be deemed important by the Board, it is important to note that neither staff, the RFP evaluation committee, nor the consultant have ever assigned any value to Sprint's significant local presence as part of their ranking process of the vendors.

Update on Negotiations to Extend the Current 911 Contract with Sprint:

At their meeting on October 12, 2004, the Board of County Commissioners directed staff to continue negotiations with Sprint to extend the existing 911 services contract, on a month to month basis, and for the same monthly rate of \$50,028. Such an extension would allow for a normal migration from the current system to the new system selected by the Board. At that time, Sprint had stated that the end date for the current contract would be February 14, 2005, with a potential to extend for a "hard" nine month term, thereafter, for up to \$58,000 per month (an increase of \$8,000 per month). The Board requested that these negotiations proceed toward a more advantageous solution to the County.

Since the Board's last meeting on October 12, 2004, negotiations on this part have proceeded with some changes and setbacks. Telimagine, Sprint's assigned subcontractor for equipment and equipment maintenance, has stated that they will only honor their existing contract (for \$19,585 per month) until December 29, 2004. Telimagine has stated that they will accept a "hard" six month extension beyond this time, but that it will be for the same \$19,585 per month but will NOT include equipment maintenance. Sprint has attempted to convince Telimagine that the contract end date is February 14, 2005 but these efforts have been unsuccessful to date (Attachment #2).

As the Board is aware, pushing the end date of the contract from the now evident December 29, 2004, to February 14, 2005 would provide valuable time to select a vendor and install, test and activate a new 911 system. However, should the December 29<sup>th</sup> date stand as the effective end date of the current contract *and* if the selected provider does not have the new system ready by that date, a contract extension under the terms offered by Sprint and Telimagine may be required. Table #1, on Page #4, presents a summary of the current extension offer proposed by Sprint/Telimagine. At this time, this table represents the most accurate picture of what the fiscal impact of extending the current 911 contract with Sprint would be.

**Table #1: Overview of Sprint's Proposal to Extend Current Contract**

Description	Sprint	Telimagine	Total Cost
Current Contract through December 29, 2004	\$30,433/month database/networking fees	\$19,585/month equipment/ equip. maintenance	<b>\$50,028/month</b>
January 2005	(\$30,343 + \$5,705) = \$36,048 database/networking fees + equipment maintenance	(6 months x \$19,585) = \$117,510 - equipment ONLY	<b>\$121,158 (one time)</b>
February 2005	\$36,048/month	paid above	<b>\$36,048/month</b>
March 2005	\$36,048/month	paid above	<b>\$36,048/month</b>
April 2005	\$36,048/month	paid above	<b>\$36,048/month</b>
May 2005	\$36,048/month	paid above	<b>\$36,048/month</b>
Until June 29, 2005	\$36,048/month	paid above	<b>\$36,048/month</b>

According to Sprint's extension offer, at any point during this six months when the new 911 system is ready for switch-over, all costs associated with Sprint's database, networking, and equipment maintenance fees would end without penalty (Sprint's portion is a true "month to month"). However, if the County needs any time beyond the December 29, 2004, end date, charges for a full six months of equipment rental (totaling \$121,158) under Telimagine would apply. Therefore, extending the current contract under the provisions of this offer would be costly.

**Conclusion:**

Due to the inherent costs of extending the current contract with Sprint/Telimagine beyond the new end date of December 29, 2004, it is very important that the Board select a vendor to proceed with the installation of the new 911 system at this time. A separate agenda item to ratify the actions taken by the Board at this workshop has been submitted for the regular meeting also on October 26, 2004. Based upon Board action, staff will immediately act to negotiate a contract with the selected vendor and present this contract to the Board for their approval at their first meeting in November.

Having previously recommended Sprint due to their competitive price, comprehensive solution, history as the County's current 911 provider and significant local presence, staff has not included a recommendation at this time. In accordance with the Board's direction, each of the three top-ranked vendors will have the opportunity for 15 minute presentations directly before the Board during this workshop. Afterward each of the vendors, and the County's 911 consultant, RCC, will be available to answer any questions the Board may have on their respective proposals.

**OPTIONS:**

- 1) Select CML/AK Associates for the new 911 system and direct staff to prepare a contract with this vendor for Board approval at their November 16, 2004.
- 2) Select Sprint for the new 911 system and direct staff to prepare a contract with this vendor for Board approval at their November 16, 2004.
- 3) Select TDS/TCI for the new 911 system and direct staff to prepare a contract with this vendor for Board approval at their November 16, 2004.
- 4) Board direction

**RECOMMENDATION:**

Option #4 (to include the selection of one of the three top ranked vendors)

**Attachments:**

- #1: October 21, 2004 Letter from RCC to the County Administrator: "best and final offer"
- #2: October 21, 2004 e-mail from Mark Powell, Sprint: relating to current contract extension
- #3: October 12, 2004 Agenda item: "Acceptance of Staff Report on the Process to Procure a new 911 system for Leon County" (includes "Additional Information" item on same issue)







October 21, 2004

Mr. Parwez Alam  
County Administrator  
Leon County Board of County Commissioners  
Leon County Courthouse  
301 South Monroe Street  
Tallahassee FL 32301

RE: RCC BAFO Report and Recommendation

Dear Mr. Alam:

This correspondence reports on the results of the E9-1-1 Best and Final Offer ("BAFO") committee's activities and the conclusions and recommendations of RCC, Inc. in regards to selection of a vendor to provide E9-1-1 equipment and services to Leon County.

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#### BACKGROUND

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During a regular meeting on October 12, 2004 the Board of County Commissioners directed staff to schedule a workshop for discussion of the selection of a vendor to provide E9-1-1 Customer Premise Equipment and services to Leon County (9-1-1 CPE"). To complete the RFP analysis process and determine the best price offer from each vendor, RCC was contracted to negotiate a Best and Final Offer "BAFO" from CML – AK Associates ("CML"), TDS Telecom – TCI ("TDS") and Sprint Public Safety ("Sprint").

The 9-1-1 CPE BAFO committee (the "committee") consists of Mr. Benjamin Pingree, Mr. Richard Smith, Ms. Edith Taylor (Leon County staff) and Dr. Joseph Nasser and Mr. Clint Huggins, of RCC, Inc.

The committee established a schedule for meeting with each vendor, and distributed to each vendor a package of information to be completed and submitted during the BAFO meeting. The package contained the following documents:

1. BAFO Compliance Matrix (to ensure compliance with all RFP Requirements)
2. BAFO Pricing Sheet
3. Exception/Issue Report (Outstanding issues related to RFP responses)
4. Terms and Conditions recommended for inclusion into a final contract with selected vendor.
5. Letter of Intent to Enter into Contract with Leon County (Draft)

### **RCC Consultants, Inc.**

930 Thomasville Road, Suite 200 • Tallahassee, Florida 32303 tel (850) 224-4451 • fax (850) 224-3059

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Completed packages for each vendor are on file in the County Administrator's office.

The agenda for each meeting was as follows:

1. Review of any outstanding proposal issues
2. Review and discussion of compliance matrix
3. Review of Terms and Conditions to be inserted into a Contract
4. Final discussions on price
5. Signing of Letter of Intent

Each vendor was required to complete the documents and submit same to the County by 5:00 PM on October 18. Each vendor was given four hours for discussion of issues. The committee met with the vendors over a two day period on October 19 and 20, 2004 in the County Administrator's conference room.

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#### **BAFO OF RFP REQUIREMENTS AND ISSUES MATRIX**

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The table on the following page shows the major issues associated with this procurement and the critical requirements taken from the RFP. RCC's rating of each vendor's final response is also presented herein.

ISSUE/REQUIREMENT	CML	TDS	SPRINT
Issue: Stand alone onsite database with complete vendor support	Included (CML provides database services for 25% of US 9-1-1 systems)	Not Included (Mirrored ALI database proposed)	Not Included (Mirrored ALI database recommended)
Requirement: Local technical/engineering personnel	Onsite at LCSO and TPD	In Quincy office	In Tallahassee office
Issue: Onsite database manager	Yes	No, Huntsville, AL	No, Altamonte Springs, FL
Required: Single-Point-of-Failure Exposure	None – at buildout, ANI/ALI controllers fed from individual end offices.	Low – Blair Stone central office	Low – Blair Stone central office
Issue: Possible cost savings by reducing current Sprint database/selective routing fees	Yes – up to 40% (approximately \$924,000 for seven years)	No	No
Issue: Savings from Sprint database/selective routing fee reduction passed to County	Best – Will pass all savings to County	None	None
Issue: Outstanding Contract Issues	None – all terms and conditions discussed were agreed upon	Few – Remaining issues to be addressed in final contract negotiations	Few – Remaining issues to be addressed in final contract negotiations
Issue: Price reduced during BAFO process (see page 4 through 7)	\$924,540 reduction	\$123,056 increase	\$96,299 reduction
Requirement: Single Point of Contact	Acceptable – Subcontractor proposed for service/maint	Acceptable – Subcontractor proposed for service/maint.	Best
Issue: System installed by Sprint cutoff (new estimate is December 29 <sup>th</sup> )	Equipment delivered by 11/15 and installed by 12/14 for go live	Equipment delivered and installed by 12/29 for go live	No – “No one can meet this date”
Issue: Non-Recurring payment schedule	To be negotiated	To be negotiated	Best – 100% at system acceptance

### PROPOSAL PRICING COMPARISON

The following table shows the changes in price, from initial proposal price to final BAFO price, for each vendor.

Vendor	Vendor Price as Submitted to Leon County Board	Change During BAFO Process	Final Negotiated Price
CML Non-Recurring	\$1,361,871	-\$160,000	\$1,201,871
CML Recurring	\$4,558,512	-\$764,540	\$3,793,972
<b>CML Total</b>	<b>\$5,920,383</b>	<b>-\$924,540</b>	<b>\$4,995,843</b>
TDS Non-Recurring	\$1,732,369	-\$451,000	\$1,281,369
TDS Recurring	\$2,727,312	\$574,056	\$3,301,368
<b>TDS Total</b>	<b>\$4,459,681</b>	<b>\$123,056</b>	<b>\$4,582,737</b>
Sprint Non-Recurring	\$532,781	-\$42,546	\$490,235
Sprint Recurring	\$3,969,899	-\$53,753	\$3,916,146
<b>Sprint Total</b>	<b>\$4,502,680</b>	<b>-\$96,299</b>	<b>\$4,406,381</b>

### SUMMARY OF BAFO DISCUSSIONS WITH VENDORS

Following are RCC's general conclusions about each vendor's BAFO to Leon County. They are intended to focus discussion on critical issues each vendor was asked to address in both the County's RFP and BAFO.

#### CML

After completion of the BAFO process RCC ranks CML's proposal best. They have met or exceeded all requirements of the County's RFP, and have offered the most technically advanced system.

During the BAFO process, CML reduced its price quote from \$5,920,383 to \$4,995,843. This reduction was largely achieved by recalculating the monthly Sprint database/network charges from \$32,000 per month to \$27,500 per month (representing a more accurate recurring monthly charge estimate). During the BAFO meeting, the committee negotiated additional price reductions of \$410,000. Savings were achieved by reducing the quoted price for equipment and hardware by \$60,000 and reducing the quoted price for services by \$350,000. *These reductions were achieved with no reduction in scope or services.*

Potential reductions in recurring monthly Sprint database and network charges makes CML's offer particularly attractive. CML has estimated service cost reductions of at least 40 percent, provided Leon County appoints CML as its agent and works with CML

before the Public Service Commission to have Sprint unbundle its tariff charges for database and networking. This unbundling would allow CML to assume responsibility for both database maintenance and Selective Routing. The savings to Leon County, estimated at 40 percent, would amount to approximately \$924,000 over the life of the contract. In other Florida counties, CML has been successful in reducing their recurring telephone company charges by 50 percent or more. As an example, St Johns County experienced a reduction in their monthly BellSouth database and network charges of \$12,000, (from \$22,000 to \$10,000).

Additionally, CML has committed to passing all such savings directly to the County. According to the Letter of Intent signed by CML, no funds will be held back for CML's use.

CML's willingness to commit to a system start up date of December 29, 2004 is of particular importance to the County. If selected as the vendor on October 26<sup>th</sup>, CML has committed to having new equipment in place by November 15<sup>th</sup> and, if necessary, having its technical personnel on site twenty-four hours a day to achieve a go-live date by December 14<sup>th</sup>. An activation of the new E9-1-1 system on that date will avoid the need to extend the current contract, eliminating extraordinary Sprint and Telimagine charges associated with such a contract extension.

## **TDS**

In its initial proposal, TDS had committed to providing a complete stand alone database, with onsite support to replace the Sprint database. That proposal had the potential to offer significant savings to the County over the life of the contract through reduced charges for database and networks. It is important to note, however, that TDS' initial proposal included a low monthly estimate for database and network costs that was approximately \$17,000 less than their BAFO offer for the same monthly services.

As its Best And Final Offer, however, TDS proposed a final solution to the County to use the Sprint database and trunking network for the life of the contract, while creating a "mirrored" database that could be used by the County to create supplemental notations regarding addresses.

While reducing the scope of its offer to the County, TDS increased its BAFO price to reflect the database manager resources needed to maintain the mirrored database for the life of the contract.

TDS offered to be the single point of contact for the County in resolving any issues related to database and network by having the County appoint it as the County's agent for Sprint related issues. It is also important to note that TDS' willingness to commit to a system start up date could potentially result in avoiding the contract extension charges.

## **Sprint**

Sprint is fully compliant with the County's RFP. Sprint's proposal represents a technological solution that will meet the requirements of the County. However Sprint's proposal did not include a database independent of the consolidated Sprint 9-1-1 database which is housed in Johnson City, Tennessee. Sprint therefore cannot give any assurances that the database and network charges will reduce in future years, and, in fact, indicated that the cost may increase if new tariffs are approved by the Public Service Commission. It is important to note that any PSC increases will be passed on to any other vendor who relied upon Sprint's database and network for the County's new system.

During BAFO discussions, Sprint provided proposals for "Expedited Services" and "Substitute Equipment" to meet the County's imposed deadline of February 14<sup>th</sup>, but stated that they could not give the County assurances these services would remain in effect given the termination date appears to have been changed to December 29<sup>th</sup>. Sprint also stated that "no vendor could meet a December 29<sup>th</sup> termination date."

Sprint reduced its quoted price during BAFO discussions, by providing a savings of \$96,299 for replacement of equipment and services for the County's Mobile Communications and Command Center.

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### **CONCLUSIONS AND RECOMMENDATIONS**

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RCC is aware that Sprint Public Safety has been a competent provider of E9-1-1 CPE services to Leon County for a number of years. Further, Sprint's current BAFO proposal is thoroughly compliant with the County's RFP.

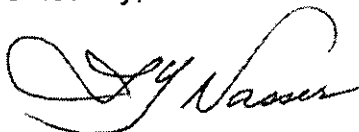
However, CML's BAFO proposal is considered by RCC to be superior to Sprint's for the following reasons:

- CML offers an onsite database with onsite database management, customizable for the County's use.
- No single point of failure in the system
- Commitment to meet the County's anticipated deadline for termination of the current contract

Additionally, CML offers the County the potential for cost reductions over the life of the contract that could amount to as much as \$924,540. This would be achieved by reducing the recurring costs for Sprint's database and network charges.

RCC thus recommends that the County enter into final contract negotiations with CML.

Sincerely,

A handwritten signature in black ink, appearing to read "J.Y. Nasser", with a stylized, flowing script.

J.Y. Nasser, Ph.D.  
Senior Vice President and Division Manager  
Public Safety Information Systems Division

JYN/sd

CC: Mr. Richard Smith  
Ms. Edith Taylor





**From:** "Powell, Mark [SBS]" <Mark.W.Powell@mail.sprint.com>  
**To:** <pingreeb@mail.co.leon.fl.us>  
**Date:** 10/21/2004 11:33:02 AM  
**Subject:** E911 Renewal Option

Ben,

I would like to thank you, the E911 staff and the RCC Consultants team for taking the time to meet with us again yesterday to discuss Sprint's E911 solution. During our discussion you requested an update on the County's options for extension of the existing services, and they are as follows:

\* Sprint controls three of four service elements of your existing service: Network, E911 Database and equipment maintenance. Sprint will continue to provide the Network and E911 Database service on a month-to-month basis at the present, tariffed rate. These services are approximately \$30,000/month, but may vary a bit based on the quantity of database entries at any given time, etc. In addition, Sprint will reduce the current monthly maintenance cost of approximately \$8,000 to \$5,705 upon expiration of the existing contract. This new maintenance rate will also be provided on a month-to-month basis with no term required. Please note that these rates are NOT contingent upon Sprint being selected as the new provider.

\* The fourth element is the rental of the actual E911 PSAP equipment. Sprint assigned ownership of the equipment, and associated rental payments, to a third party finance company called Telimagine with the County's knowledge and consent. After reviewing the documentation, Sprint believes that the current equipment rental term extends to February 14, 2005. Telimagine has indicated to Sprint that they believe the current rental agreement ends on December 29, 2004. Due to the above described assignment, the contractual relationship for the equipment rental is now directly between the County and Telimagine, and Sprint is not in a position to definitively state the termination date.

\* Telimagine has offered to provide an extension of the existing rental program for a term of six months. While they have agreed to provide the extension at the existing monthly rate of \$19,585, it is important to note that they will no longer fund the equipment maintenance as part of that payment, as they have during the initial term. That represents an effective increase in the monthly rental cost of nearly \$8,000, which Sprint is offering to partially offset as outlined above.

Sprint will continue to work with the County to insure that you have a successful and cost effective migration to your new E911 platform. Thank you again for your consideration and we look forward to working with you going forward.

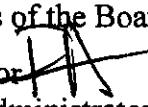
Respectfully,

W. Mark Powell | General Manager - Government Accounts | Sprint Corporation | mark.w.powell@mail.sprint.com | Office: 850-599-1141 | PCS Wireless: 850-284-4147 | Fax: 850-847-0940



## **Board of County Commissioners**

### **Agenda Item**

Date of Meeting: October 12, 2004  
Date Submitted: October 6, 2004  
To: Honorable Chairman and Members of the Board  
From: Parwez Alam, County Administrator   
Vincent Long, Assistant County Administrator  
Subject: Acceptance of Staff Report on the Process to Procure a New 9-1-1 System for Leon County and Request for Board Approval to Extend Existing 9-1-1 Contract with Sprint for up to Six Months and to Direct the County Administrator to Negotiate "Best and Final" Offer with the Top Three RFP Respondents as Ranked by the RFP Evaluation Committee (CML/AK Associates, Sprint/Positron and TDS/TCI)

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#### **Statement of Issue:**

This agenda item provides information to the Board on the recent activities to procure a new 9-1-1 system for Leon County. This item also requests the Board's approval of a period of up to a six-month extension for existing 9-1-1 services contract with Sprint, and Board authorization to the County Administrator to negotiate a "best and final offer" price with each of the three "top-ranked" RFP Respondents (CML/AK Associates, Sprint/Positron and TDS/TCI) (Attachment #1).

#### **Background:**

On September 21, 2004, staff from the Leon County Sheriff's Office, Division of Emergency Management (LCSO/DEM) presented an agenda item to the Board for the procurement and installation of a new 9-1-1 system in Leon County. Specifically, the September 21<sup>st</sup> agenda item requested the Board's authorization to negotiate a contract with CML/AK & Associates for this purpose. At that time, the Board requested that the issue be continued, and directed the County Administrator to review and provide further analysis on the RFP process for this new 9-1-1 system.

#### **Analysis:**

The purpose of this agenda item is to provide additional information to the Board on recent activities to procure a new 9-1-1 system for Leon County, including Request For Proposal (RFP) activities. This agenda item also requests Board approval of a six-month contract extension with Sprint to continue operation of the County's current 9-1-1 system throughout the conclusion of the Board's vendor selection process. Finally, this agenda item presents additional information to the Board from RCC Consultants, Inc. (RCC) (the County's 9-1-1 consultant firm, as contracted by the Sheriff) regarding the status of the RFP process and requests Board authority for RCC to negotiate "best and final offers" with the three "top-ranked" RFP respondents as determined by the RFP Evaluation Committee.

Agenda Request: Acceptance of Staff Report on the Process to Procure a New 9-1-1 System for Leon County and Request to Direct the County Administrator to Negotiate "Best and Final Offers" with the Top Three RFP Respondents as Ranked by the RFP Evaluation Committee

October 12, 2004

Page 2

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**Overview of Current 9-1-1 System / Request for Up to Six Month Extension of Existing Contract:**

On December 14, 1999, the Board of County Commissioners approved a contract with Sprint Florida, Inc. (Sprint) to provide Leon County with a "turnkey" enhanced 9-1-1 system for a term of 60 months. The existing contract, which also provides for 9-1-1 database updates and equipment maintenance, is in effect through December 2004 for a full five years cost of \$3,372,488.

The current contract for 9-1-1 services includes a system configuration where 9-1-1 incoming calls are received at one of two primary locations: the communication centers at the Leon County Sheriff's Office (LCSO) and at the Tallahassee Police Department (TPD). Eight secondary answering points are also included in the current system including answering positions at the FAMU, FSU and Capitol Police Departments and at the LCSO Mobile Command Unit. Mapping software that displays the locations where 9-1-1 calls are being made from is also included in the current 9-1-1 system.

In order to ensure a smooth transition from the current to a new 9-1-1 system, staff has been in contact with the current 9-1-1 provider (Sprint) to seek an extension of the County's existing contract, for a term of up to six months. The primary objective of this effort is to provide the Board with sufficient additional time for final vendor selection, contract approval and system installation. Although Sprint has expressed their interest to secure such an extension with the County, such an agreement has not been made by Sprint at this time. As stated in a letter to the County Administrator received on October 5, 2004, the remaining obstacle to Sprint formally offering this short term extension is opposition from Telimagine, Sprint's subcontractor for equipment (Attachment #2).

Staff has remained in constant contact with Sprint to work through this internal Sprint dispute and secure an extension of the existing contract at the existing rate of \$50,028 per month, for up to six months. However, as Sprint is the contractor and sole contact for this "turnkey" service, staff has not engaged in any separate "side" negotiations with Telimagine to resolve this issue. As the Board completes the process of selecting a vendor for the County's new 9-1-1 system and in order to provide sufficient time for a seamless transition of 9-1-1 systems, staff is recommending that the Board authorize the County Administrator to continue the discussions with Sprint and extend the current contract for a period of up to six months at the current contract rate. As noted above, this will eliminate any time constraints for the Board to select the best vendor, while also providing the selected vendor with ample time to fully implement their new 9-1-1 system (Option #2 on Page 10).

**Overview of RFP Process to Procure a New 9-1-1 System for Leon County:**

LCSO/DEM staff is charged with the regular oversight of Leon County's 9-1-1 system. As such, LCSO/DEM began the preparatory process for procurement of a new 9-1-1 system well in advance of the termination date of the existing contract. The initial phase of this process, begun in the summer of 2003, was to join with other 9-1-1 system partners (including the Sheriff's Office, Tallahassee Police and Fire Departments) to perform a comprehensive analysis of the existing 9-1-1 system.

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One primary objective of this effort was to identify opportunities for enhancements or upgrades of the current system as part of crafting the RFP for the new system. Examples of these upgrades that were later included in the RFP, are improved maintenance and service objectives, new technology suitable for a Phase II wireless system (providing location information for wireless calls) and enhancements to the 9-1-1 mapping system. Another key system enhancement that was later included in the RFP was the increase of answering positions at TPD from seven to nine and at LCSO/EMS from five to eight emergency call-takers.

Significantly, a determination was made by LCSO/DEM and the Sheriff's Office that engaging a 9-1-1 consultant to provide assistance throughout the numerous phases of the procurement process would likely enhance the outcome of establishing a high quality, new 9-1-1 system for Leon County. Therefore, LCSO/DEM began contacting a number of 9-1-1 consultant firms during the summer of 2003 to gauge their interest in contracting with Leon County for this effort. During July 2003, four 9-1-1 consultant firms (AK & Associates; L.R. Kimball & Associates; RCC; and Synergem) submitted formal responses to LCSO/DEM requesting engagement for these consulting services.

RCC Consultants Engaged by LCSO/DEM and the Sheriff's Office:

On October 13, 2003, Sheriff Larry Campbell approved a contract with RCC for consulting toward the procurement of a new 9-1-1 system for a total cost of \$76,482. This contract covered a number of objectives for RCC to perform including the following key points (Attachment #3):

- Site Visits: including review of Leon County's existing 9-1-1 system.
- Timeline: comprehensive timeline prepared for implementation of the new 9-1-1 system.
- Needs Assessment: prepared for the new 9-1-1 system.
- RFP Development: majority of technical RFP development performed by RCC.
- RFP Response Analysis: responses submitted by vendors were reviewed and analyzed.
- Contract Negotiation: will serve a lead role during contract negotiation process.
- Installation Oversight: will monitor installation of new system from selected County vendor.
- Training: will propose a staff training plan for the new system once installed.

The comprehensive level of service that was proposed by RCC, and is now included in their contract, was determined to best meet the standard for 9-1-1 consultant services sought by the Sheriff's Office. However, it is important to note, the contract with RCC was ultimately recommended by LCSO/DEM and approved by the Sheriff due in large part to RCC's significant technical expertise, demonstrable record in creating technically superior 9-1-1 systems, and history of negotiating high value contracts for these new systems at a reduced price.

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**RFP for 9-1-1 Services Authorized by Board of County Commissioners:**

One of the most important contractual services that RCC has performed to date was the preparation of the technical portion of the RFP for Leon County's new 9-1-1 system. On June 8, 2004, the RFP to solicit bids to procure a new 9-1-1 system for Leon County was submitted by LCSO/DEM to the Board of County Commissioners for their approval. The Board took action to authorize the issuance of the proposed RFP on that date (Attachment #4).

The RFP sought responses for an inclusive and new "turnkey" enhanced 9-1-1 system including all new equipment to be installed by December 17, 2004. The RFP set forth a number of key elements for the new system, including:

- Contract duration for a minimum of seven (7) years.
- No single point of failure in the system.
- Proposer to be single point of contact for entire system during the lifetime of contract.
- Technological upgrades to be implemented during lifetime of the contract.
- Comprehensive staff training component.
- Vendor to provide staff for regular maintenance of 9-1-1 equipment.
- Vendor to provide technical support and response for any system malfunctions with a penalty schedule for extended 9-1-1 system outages.
- Clearly defined Price Matrix for each proposal that enumerates, specifically, all proposed
  - a) Recurring, b) Non-Recurring and c) Optional equipment and/or service costs.

The RFP proposed by LCSO/DEM, RCC, and County Purchasing staff included specific evaluation criteria for the scoring of each proposal, as reflected in Table #1, below. These guidelines, which were later utilized and strictly adhered to by the RFP Evaluation Committee, were intended to best measure each RFP response toward selection of the top vendor. It is important to note that points for "local preference" were not recommended for inclusion in the evaluation criteria of the RFP due to the perceived small number of Leon County-based vendors and in order to increase competition.

**Table #1: RFP Evaluation Criteria**

<u>Criteria</u>	<u>Points</u>
Project Approach and Quality of Response to the RFP	20 Points
Technical Solutions Intended to Satisfy the Requirements of this RFP	30 Points
Qualification and Experience of Vendor and Proposed Staff	25 Points
Cost	15 Points
M/WBE Participation	10 Points
<b>TOTAL:</b>	<b>100 Points</b>

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The RFP for replacement of the Leon County enhanced 9-1-1 system was released on June 14, 2004, with an original submission deadline of 2:00 p.m. on July 15, 2004. However, this deadline was later extended by Purchasing to 2:00 p.m. on July 29, 2004, at the vendors' request. Each of the following six (6) timely submitted responses were determined by Purchasing staff to have qualified for further consideration by the County (due to size, a copy of each RFP response is available for the Board's review in the Board conference room):

1. 911 Direct/Positron
2. CML/AK & Associates
3. Interact
4. Sprint/CML
5. Sprint/Positron
6. TDS/TCI Telecom

On July 30, 2004, the 9-1-1 RFP Evaluation Committee (Committee) held their initial, preliminary meeting to pick up copies of each proposal and receive a briefing from purchasing staff on the procedures to follow in completing their task. The following individuals were appointed by the County Administrator for Committee service with the project manager being selected as Chairman:

- (Chairman) Richard Smith, Director of Emergency Management/9-1-1 System Director
- Edith Taylor, 9-1-1 System Manager
- Rebecca Gay, LCSO Communications Supervisor
- Jeanine Donaldson, TPD Communication Supervisor
- Benjamin H. Pingree, Assistant to the County Administrator

**Overview of RFP Evaluation Committee Activities:**

As prescribed by the County's purchasing policy, the primary purpose of the Committee was to review and rank each of the six RFP responses while utilizing the evaluation criteria approved as part of the RFP. In accordance with county policy and Florida "sunshine" laws, all Committee meetings were publicly noticed and all Committee business was conducted during these scheduled meetings. As illustrated in the meeting minutes, the Committee met over a period of two months during which five meetings were held. This section provides an overview of all actions taken by the Committee during those meetings, including and up to their final ranking of the respondents and their recommendation to the Board (Attachment #5).

**Initial Committee Meetings Held with Initial Ranking of Vendors:**

The first two full Committee meetings were held on August 14 and 15, 2004. Representatives from each of the six RFP respondent companies were in attendance for each of these day-long meetings.

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Although they were regularly updated on the Committee activities and were performing an independent and parallel review of the RFP responses, RCC representatives were *not* present for these two or any of the Committee's five meetings. The decision to not have RCC present for these meetings was made by LCSO/DEM due to the inherent costs associated with such attendance (RCC attendance at the Committee meetings was not part of their contract). Another consideration was that County purchasing policy does not provide for non-Committee member or "spectator" participation in this process, such as asking questions to vendors and advising the Committee.

The first activity undertaken by the Committee was to review each of the RFP proposals for accuracy and compliance with the general instructions of the RFP. A report was presented to the Committee by Karen Harrell of County OMB/Risk Management. Ms. Harrell had reviewed each of the six RFP responses to determine their compliance with the insurance section (Section VI) of the RFP. As illustrated in the Committee's minutes, a few of the vendors did have examples in their RFP responses where they did *not* comply with the general instructions of the RFP, including in the insurance section. In fact, it is important to clarify that most of the RFP responses had examples of omissions, typographical errors, the inclusion of inaccurate data and/or other minor examples of non-adherence to the RFP's highly detailed general instructions.

It is important to note that the Committee allowed all RFP respondents to modify their RFP responses to address and/or correct any of these minor issues as identified by the Committee. Similarly, all of these corrections, including to the insurance section of the RFP responses, were made by all effected vendors to the satisfaction of the Committee. Finally, please note that the Committee allowed these corrections to occur during the first two days of meetings, before the initial scoring/ranking of the respondents occurred and in the presence of all vendors. Therefore, the scoring values that were ultimately assigned to the vendors were based on their amended and/or corrected RFP responses.

The Committee's first two meetings were primarily dedicated to the general review of the content of the RFP proposals and to the presentations from each of the six vendors. During this time, Committee members asked questions of each of the vendors regarding their proposals and in order to gain additional knowledge on each unique, proposed 9-1-1 system. As some of the RFP responses had multiple price schedules listed for their systems (ex: lease vs. purchase of the equipment), the Committee created a Comprehensive Price Matrix (Matrix) that captured all of the estimated costs of each proposal over the seven year period of the contract (Table #2, below).

The Matrix was created by the Committee members utilizing pricing data from each of the RFP responses. Moreover, each vendor's representative present at these meetings reviewed and verbally confirmed that the figures included in the Matrix accurately reflected the full, seven year costs of their proposed 9-1-1 systems. During the evaluation process, the Committee considered each vendor's lowest bid price when ranking each RFP response.



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**Table #2: Comprehensive Price Matrix of Lowest Bid for Each RFP Response**

VENDOR	NON-RECURRING COSTS	RECURRING COSTS	TOTAL COSTS OVER SEVEN YEAR TERM
911 Direct	\$180,345	\$3,884,832	\$4,065,177
CML/AK & Associates	\$1,361,871	\$4,558,512	\$5,920,383
Interact	\$1,712,373	\$6,656,196	\$8,368,569
Sprint/CML	\$603,143	\$3,861,352	\$4,464,495
Sprint/Positron	\$532,781	\$3,969,899	\$4,502,680
TDS/TCI	\$1,732,369	\$2,727,312	\$4,459,681

Parallel to and independent from the Committee's RFP review activities, RCC also received copies of each RFP response for their review. As RCC was not present during the Committee process, they were not briefed on the updated Matrix pricing information or other RFP corrections that were made by vendors during the Committee's meetings. However, RCC evaluated and ranked each RFP response utilizing the evaluation criteria detailed in the RFP. Upon completion of their review, RCC's evaluations of the six RFP responses were presented to Committee members for their review prior to the Committee's ranking process (Attachment #6).

Similar to the Committee's findings, RCC determined that the overall RFP response was adequate. However, RCC noted that a number of the responses were lacking in significant detail or description on various technical and pricing portions of the RFP. In general, RCC found that there was an overall lack of strict adherence to the general instructions of the RFP by the vendors. One significant difference between the parallel reviews performed by RCC and the Committee was highlighted in RCC's analysis. Specifically, when RCC noted instances where RFP responses lacked adequate clarity, RCC made "no attempt at interpretation." However, when the Committee noted these gaps, they sought clarification and/or additional information from attending vendor representatives. Upon concluding their review, RCC's "top three" ranked vendors were; 1) Sprint/CML, 2) Sprint/Positron and, 3) TDS/TCI.

Upon reviewing each RFP response, hearing presentations, gathering additional information from each vendor, completing a comprehensive scoring matrix and reviewing the RCC analysis, the Committee was prepared to perform their initial rankings and "short listing" of the top three ranked RFP responses (Table #3, below). Please note that the only M/WBE points awarded to any vendor were the 10 points awarded to 911 Direct, as reflected below.

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**Table #3: Committee's Initial Scoring/Ranking of RFP Responses**

RFP APPLICANT	CML/ AK	Sprint/ CML	Interac t	TDS/T CI	911 Direct	Sprint/ Positro n
1. Project approach and Quality of RFP Response (Max 20 points)	16.8	14.6	17	16.8	12.2	14.8
2. Technical solutions to satisfy RFP Requirements (Max 30 points)	24.6	24.2	24.4	24.4	18.8	23.6
3. Qualifications and Experience of Vendor and Staff (Max 25 points)	21.2	21.2	21.8	20.6	14	21.6
4. Cost (Max 15 points)	10.2	12.6	8.8	12.2	12.6	12.8
5. M/WBE Participation (Max 10 points)	0	0	0	0	10	0
<b>TOTAL SCORE (Max 100 points)</b>	<b>72.8 (Tie #2)</b>	<b>72.6</b>	<b>72.0</b>	<b>74.0 (#1)</b>	<b>67.6</b>	<b>72.8 (Tie #2)</b>

**Committee Holds Additional Interviews with Three Top-ranked "Short-Listed" Vendors:**

On August 26 and 31, 2004, the Committee met for the third and fourth time to hold longer interviews with the top three ranked or "short listed" vendors: TDS/TCI, CML/AK and Sprint/Positron. During these meetings, each of the top-ranked vendors were provided ninety (90) minutes to give presentations on their proposals. Additional time was also allowed for questions from the Committee members ( due to size, a copy of each vendor's presentation is available for the Board's review in the Board conference room).

During the time period during which these interviews were held, RCC had also submitted a list of primarily technical follow-up questions to each top-ranked vendor for their written response. By the end of the Committee's meeting on August 31, 2004, responses from each vendor had been received and reviewed by both RCC and the Committee. On September 1, 2004, RCC submitted a letter to the Committee providing their comments on the vendors' responses (Attachment #7).

In addition, LCSO/DEM staff performed reference checks on each of the three top ranked vendors. In all, two reference checks were completed for TCI, three reference checks were completed for CML/AK & Associates, and five were completed for Sprint/Positron. Although a small sampling of responses, the reference checks revealed generally positive feedback for Sprint and TDS/TCI, and increasingly positive results for CML/AK & Associates (Attachment #8).

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Committee Performs Final Rankings with Recommendation to the Board:

On September 3, 2004, the Committee met for the final time to review each of the materials and information gathered during the RFP response evaluation process and to establish the final rankings of the RFP respondents. The final ranking of the three "short listed" vendors occurred via voice vote after discussion of each of their proposals and of the information gathered during the Committee process. The final ranking did not occur through renumbering of the initial ranking (as reflected in Table #3 on Page #7), but was performed by a voice polling of the Committee members. The unanimous final ranking of the three top vendors by the Committee was as follows:

1. CML/AK & Associates
2. Sprint/Positron
3. TDS/TCI

It is also important to note that each member of the Committee unanimously agreed that each of the three top-ranked vendors were capable of providing Leon County with an excellent new 9-1-1 system. The key factors that resulted in CML/AK & Associates being placed at the top of the three final ranked vendors were: a) the overall quality of their proposed 9-1-1 system for Leon County, b) the comprehensive understanding of same, as expressed by their staff, and c) their track record in providing similar 9-1-1 systems in other communities. The last point was evidenced in the reference check comments provided by 9-1-1 coordinators in other communities.

As referenced in the Background section on Page #1, the Committee's final ranking of 9-1-1 RFP responders was presented by the LCSO/DEM to the Board of County Commissioners for their review on September 21, 2004. This agenda item is in response to the Board's request for additional information on the 9-1-1 RFP evaluation process that was made at that time.

Update on the Selection Process for New 9-1-1 System:

Staff has been working with LCSO/DEM and RCC, the County's 9-1-1 consultant as contracted by the Sheriff's Office, since the September 21<sup>st</sup> Board meeting. The purpose of this effort has been to gain additional information on the RFP evaluation process and to identify opportunities to streamline the selection process to ensure a smooth transition from the existing to the new 9-1-1 system, as ultimately selected by the Board.

As discussed on Page #2, finalizing the ongoing negotiation with Sprint to secure an extension of the existing contract for a term of up to six months is very important to providing the Board with sufficient time to select a vendor, install and test the County's new 9-1-1 system and complete the turnover process. At the time of this writing, good faith discussions with Sprint to effectuate this agreement extension remain ongoing.

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The selection process for the replacement of Leon County's existing E-9-1-1 System was outlined in the RFP. This process conformed to the County's purchasing policy and included the following significant steps (Attachment #4, Pages #5 and #6 of 40):

- The County Administrator shall appoint an Evaluation Committee to review and rank the proposals on the basis of the criteria in the RFP's "scope of services."
- The Evaluation Committee shall recommend to the Board, in order of preference (ranking) up to three (3) firms deemed most qualified.
- The Negotiating Team for the BCC will then negotiate with the most qualified firm (first ranked) and if the results of that process are unsatisfactory, the Team will then negotiate with the second ranked firm, then third, as necessary.

The Committee complied with the first two steps of this selection process including, specifically, presenting the Board with a tiered ranking of the three "short listed" respondents. In a letter to the County on September 30, 2004, Dr. Nasser, RCC Senior Vice President, agreed with the Committee's finding that any of the three top-ranked vendors are capable of providing a high quality 9-1-1 system for Leon County. While noting that there are still a few unresolved technical issues with the RFP responses of the three top-ranked vendors yet to be resolved, Dr. Nasser recommended that the County enter into "Best and Final Offer" negotiations with each of these three vendors, to include resolution of any outstanding technical issues to the County's satisfaction (Attachment #1).

**Recommendation:**

Staff is recommending that the Board authorize the County Administrator to complete negotiations toward and approve an extension of the existing 9-1-1 contract with Sprint at the existing contractual rates for a term of up to six months (Option #2 on Page #10). As detailed in the Analysis Section on Page #2, approving this extension will provide the Board with the additional time necessary to complete the final vendor selection, contract approval and system installation processes without unnecessary time constraints.

Staff is also recommending that the Board direct the County Administrator begin the process of negotiating a "best and final offer" with each of the three "top-ranked" RFP respondents: CML/AK & Associates, Sprint/Positron and TDS/TCI (Option #3 on Page #10). This recommendation is primarily based on the overall high ranking of each of the three "top-ranked" vendors, the significant capability of each to provide a high quality, new 9-1-1 system for Leon County and in order to expedite the County's selection of a vendor for this service. It is important to note that although proceeding with three simultaneous "best and final offer" negotiations with the top-ranked vendors would modify the RFP's general selection process, as outlined above, such simultaneous negotiations are acceptable under Section 5.092(G) of the County's purchasing policy (Attachment #9).

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Upon the Board's approval, staff will begin the contract negotiation process to address any unresolved issues from the recently completed RFP evaluation process, to ensure vendor compliance with the RFP to the County's satisfaction and to negotiate a best price from each vendor. Staff will then prepare an additional agenda item for the Board that includes their findings from this process and the three "best and final offers" from the vendors. Staff may also utilize the services of RCC, the LCSO/DEM's existing 9-1-1 consultant, as necessary and to augment the negotiation process.

**Options:**

1. Accept the report on the RFP Process to Procure a New 9-1-1 System for Leon County.
2. Authorize the County Administrator to extend the current contract with Sprint for 9-1-1 services for a period of up to six months at the existing contract rate of \$50,028 per month.
3. Direct the County Administrator to negotiate a "Best and Final Offer" with each of the three "top-ranked" RFP Respondents (CML/A.K. & Associates, Sprint/Positron and TDS/TCI) and to prepare an additional agenda item with these three final offers for further Board action.
4. Do not accept the report.
5. Board direction.

**Recommendation:**

Options #1, #2, and #3

**Attachments:**

1. September 30, 2004 Letter from Dr. Nasser, Sr. Vice President of RCC Associates.
2. October 4, 2004 Letter from Steve Fullerton, Sprint Account Executive: relating to existing contract extension
3. Contract between LCSO and RCC Associates for Consulting Services on New 9-1-1 System.
4. June 8, 2004 Agenda Item: "Authorization to Issue a RFP to Solicit Bids to Procure a New 9-1-1 System."
5. Minutes from all five (5) of the 9-1-1 RFP Evaluation Committee's meetings.
6. August 9, 2004 Letter from Clint Huggins, RCC: RCC's initial ranking of RFP responses.
7. Additional Questions from RCC to the three top-ranked vendors; Vendors responses to same; RCC's comments on those vendor responses.
8. Reference checks performed on Sprint, TCI and CML/AK & Associates.
9. Section 5.092(G) of the Leon County Purchasing Policy: "Revisions and Discussions with Responsible (RFP) Offerors"


Attached is  
Additional Information  
for  
Agenda Item No. 25

***“Acceptance of Staff Report on the Process to Procure a New 911 System for Leon County and Request for Board Approval to Extend the Existing 911 Contract with Sprint for up to Six Months and to Direct the County Administrator to Negotiate “Best and Final” Offers with the Top Three RFP Respondents as Ranked by the RFP Evaluation Committee (CML/AK Associates, Sprint/Positron and TDS/TCI)”***

Board of County Commissioners Meeting of Tuesday, October 12, 2004

This document distributed: Tuesday, October 12, 2004

## Board of County Commissioners Additional Information for Agenda Item #25

Date of Meeting: October 12, 2004  
Date Submitted: October 12, 2004  
To: Honorable Chairman and Members of the Board  
From: Parwez Alam, County Administrator   
Vincent Long, Assistant County Administrator  
Subject: Additional Information on New 911 System.

### **Statement of Issue:**

This update to agenda item #25 provides additional information to the Board on the recent activities to procure a new 9-1-1 system for Leon County, including the ongoing discussions with Sprint to extend the existing contract for 911 services for up to six months. Based on this information, staff requests that the Board select Sprint/Positron to provide 911 services and direct the County Administrator to negotiate a final contract with the selected vendor.

### **Background:**

On September 21, 2004, the Board directed the County Administrator to review and provide further analysis on the RFP process for procurement of a new 9-1-1 system for Leon County. The report from the County Administrator is included in the published agenda packet for the Board of County Commissioner's regularly scheduled meeting on October 12, 2004 (please refer to Agenda Item #25).

### **Analysis:**

#### **Prolonged "End Date" for Existing Contract:**

As part of the review process initiated on September 21, staff has engaged in discussions with the current provider, Sprint, to extend the existing contract for the provision of 911 services in Leon County. The term of the sixty (60) month contract with Sprint will expire on February 14, 2005. The original agenda item stated that the contract would expire on December 14, 2004. However, after repeated conversations with Sprint representatives, both parties are in agreement on the February 14, 2005 expiration date. Sprint's offer to honor the existing contract through February 14, 2005 is significant as it provides the County with nearly two additional months of time to install, test and activate the new 911 system without requiring an extension of the current contract at a potentially higher rate (Attachment #1).

Even with Sprint's recent offer to honor the existing contract until February 14<sup>th</sup>, selecting a vendor and installing the new system before the contract's end date will require expedited Board action. In order to provide the Board with sufficient additional time (beyond the "new" termination date) for final vendor selection, contract approval, system installation, testing and activation, staff and representatives of Sprint have been engaging in discussions to secure a "month to month" extension of the existing contract at the current monthly rates. At the time of the writing of the primary agenda item, Sprint had expressed their interest to secure such an extension with the County and these discussions appeared likely to result in an agreement acceptable to both parties. However, since that time Sprint has reported increasing difficulty in securing an agreement for a "month to month" extension from their equipment subcontractor, Telimagine. As detailed by Sprint in the attached e-mail, such a "month to month" extension appears very unlikely at this time.

Agenda Request: Additional Information on New 911 System, Discussions with Sprint to Extend the Existing 911 Contract and Request for Board Selection of Sprint/Positron with Direction to the County Administrator to Negotiate a Final Contract for same.  
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Updated Recommendation for Selection of Vendor for New 9-1-1 System:

Staff's initial recommendation to enter into negotiations for "best and final" offers with each of the three top-ranked vendors was predicated on the approval of a "month to month" agreement with Sprint to extend the existing contract. The need for this additional time is due to the fact that under normal circumstances, it takes three to four months after the vendor is selected to finalize a contract, order and install new equipment, set up and test the new system and train staff in preparation for system activation. Such an agreement with Sprint to extend the existing contract would have enabled "best and final" negotiations with all the three vendors to occur by allowing for an additional time to engage in this process beyond the "new" February 14, 2004 end date. However, as securing an acceptable "month to month" extension of the existing contract for 911 services with Sprint has become increasingly unlikely, staff has revised the previous recommendation in order to expedite selection of one of the three "top ranked" vendors and to proceed with installation of the new system.

Staff recently reached out to each vendor to gauge their ability to install their proposed system in advance of the end date of the existing 911 system. Representatives from each of the three vendors (CML/AK & Associates, Sprint/Positron and TDS/TCI, respectively) verbally acknowledged that each of their proposed systems could be installed and operational by the end date of the existing contract with Sprint, if they were selected by the Board at their regular meeting on October 12<sup>th</sup>.

On October 12, 2004, staff held a conference call with representatives from Sprint (including Carmen Braswell, Steve DeLoach, and Stephen Fullerton, Account Representative) in order to resolve the primary outstanding issues remaining from the RFP process and the subsequent negotiations regarding the extension of the current contract. The County representatives participating on this call were:

- Parwez Alam, County Administrator
- Vincent Long, Assistant County Administrator
- Benjamin Pingree, Assistant to the County Administrator
- Major John Schmidt, Leon County Sheriff's Office
- Richard Smith, Director of Emergency Management, Leon County Sheriff's Office

Three key unresolved issues were addressed during the call to the satisfaction of the County. First, a clarification was made that the "critical spares kit" (backup equipment intended to replace the system's malfunctioning primary equipment) was included in the proposed contract price. Second, Sprint clarified that the level of staffing to be dedicated to the Leon County system was to include three full time technicians. Although this crew will also work on 911 systems in surrounding counties, additional Sprint staff will also be on call for Leon County's system, as needed. This solution was received as acceptable by the call participants. Finally, Sprint clarified that they would honor a "month to month" contract extension at the existing prices, if necessary and if they were selected by the Board to be the vendor for the new system (Attachment #1, page #1 of 5).



**Agenda Request: Additional Information on New 911 System, Discussions with Sprint to Extend the Existing 911 Contract and Request for Board Selection of Sprint/Positron with Direction to the County Administrator to Negotiate a Final Contract for same.**

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Sheriff Larry Campbell was contacted by his staff at the conclusion of this conference call. Based on the information provided during the RFP review process, the existing relationship the County has with our current 911 service provider and due to the clarification of the outstanding issues as addressed in the conference call, Sheriff Campbell stated his preference would be to move forward in negotiating a contract with Sprint/Positron.

At this time, staff is recommending that the Board direct the County Administrator to negotiate a contract with Sprint/Positron for the procurement, installation and operation of a new 911 system. This recommendation to proceed toward a contract for the new 911 system with Sprint/Positron is based upon a number of factors, including the following (Option #1 on Page #4):

- Prior to any "best and final" negotiation, Sprint/Positron's RFP response was for a total, seven (7) year cost of \$4,502,680. This is \$1.41 million less than CML/AK & Associates RFP response offer of \$5,920,383 over the same term.
- The RFP Evaluation Committee and RCC (County's 911 Consultant) have both clearly stated that each of the three top-ranked RFP responses, including Sprint, are full capable of implementing a high-quality, new 911 system that meets the criteria set forth in the RFP.
- Sprint is the current 911 provider for Leon County and, as such, has developed a working knowledge of the community's needs and established relationships with 911 system partners.
- RCC ranked the two Sprint RFP proposals, including from Sprint/Positron, as the top two proposals during their initial ranking of all proposals.

However, should the Board not wish to select Sprint/Positron as the vendor for which to proceed with contract negotiations, staff would recommend that the Board direct the County Administrator to negotiate a contract with CML/AK & Associates for the procurement, installation and operation of a new 911 system (Option #2, on Page #4). As stated in the analysis section of the primary agenda item, on Page #9, this secondary recommendation is based upon CML/AK's top ranking from the RFP Evaluation Committee, the high quality of their response and their strong track record in providing similar 911 systems in other communities.

Once the vendor for the County's new 911 system is selected by the Board, staff will immediately begin the contract negotiation process. Any issues that were identified during the RFP evaluation process, and have subsequently been addressed by staff and Sprint, will be formally clarified in the final contract that is negotiated by the County.

As a precaution, staff also recommends that the ongoing negotiations with Sprint to finalize an agreement to extend the existing 911 system beyond the February 14, 2004 contract end date proceed. Such an extension would be for a monthly renewable term and for the current monthly rate of \$50,028. This extension would be in line with the one proposed by Sprint in the attached e-mail.

Agenda Request: Additional Information on New 911 System, Discussions with Sprint to Extend the Existing 911 Contract and Request for Board Selection of Sprint/Positron with Direction to the County Administrator to Negotiate a Final Contract for same.

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**Options:**

1. Direct the County Administrator to negotiate a contract with Sprint/Positron for the procurement, installation and operation of a new 911 system.
2. Direct the County Administrator to negotiate a contract with CML/AK & Associates for the procurement, installation and operation of a new 911 system.
3. Direct the County Administrator to negotiate a contract with TDS/TCI for the procurement, installation and operation of a new 911 system.
4. Direct the County Administrator to finalize negotiations with the current 911 provider, Sprint, to extend the existing agreement for a short term beyond the current end date of February 14, 2004 and at the existing monthly rates, if that event becomes necessary.
5. Board direction.

**Recommendation:**

Options #1 and #4

**Attachments:**

1. October 11, 2004 e-mail from Steve Fullerton, Account Executive from Sprint.

PA/VL/BHP/bhp